

## City of Falls Church

Meeting Date: 5-11-09	Title: Authorization to Award a Contract for an Integrated Library System, Not to Exceed \$129,000 to Innovative Interfaces, Inc.	Agenda No.: 10 (c) (1)
Proposed Motion: <b>Move to authorize the City Manager to award a contract for an Integrated Library System not to exceed \$129,000 to Innovative Interfaces, Inc.</b>		
Originating Dept. Head: Mary W. McMahon, Library Director 703.248.5032 Howard E. Herman, General Manager of Community Services 703.248.5027 HEH 5/07/09		Disposition by Council:
<b>City Manager:</b> Wyatt Shields 703.248.5004 FWS 5/7/09	<b>City Attorney:</b> John Foster 703.248.5010 JEF 5/7/09	<b>CFO:</b> John Tuohy 703.248.5092 JHT 05-07-2009

REQUEST: City Council is requested to authorize a contract to purchase an Integrated Library System, not to exceed the amount of a onetime payment of \$129,000 to Innovative Interfaces, Inc.

RECOMMENDATION: Staff recommends approval of the contract award to Innovative Interfaces, Inc.

BACKGROUND: The current integrated library system (ILS) was developed by GEAC, Inc. in the late eighties with the last software upgrade occurring in 1999. It provides the online catalog, patron registration, check-in and check-out of materials, and cataloging processes. The current status of the ILS is:

- It is a “legacy” system that will no longer be supported by the vendor as the vendor has a new product and is solely focusing on its development and sale;
- All hardware for the system is out of warranty and at end of life; and
- The cost of system maintenance by the vendor, Infor (previously known as GEAC, Inc.) has steadily increased as the software and hardware age with the cost now approaching \$33,000 annually.

With these factors in mind and with the support of the Library Board of Trustees, library staff submitted a capital improvement project to purchase a turnkey integrated library system in 2007 which was approved in the FY07-11 Capital Improvements Program (CIP). Since the ILS is the “backbone” of every operation conducted in the library by both patrons and staff and a purchase that must last for ten to fifteen years, the library staff devoted a year and a half to researching all of the prominent ILS vendors and their products, hosting multiple demonstrations of each system, visiting libraries in Virginia that owned each system, soliciting staff feedback on each demonstration, and calling references across the United States for input as to the strengths and weaknesses of each system and vendor as well as developing an extensive and detailed RFP that fully reflected the needs of the City’s library and its patrons.

On December 12, 2008, the City issued a RFP for a full service, turnkey integrated library system including implementation, necessary customization, documentation services, and functional and technical training services. The project was for the provision of all equipment, software, products, goods, parts and materials, performance of all services/work and furnishing all labor related to the delivery, installation, support, and maintenance of the ILS in accordance with the specifications and requirements outlined by the library.

On January 16, 2009, the City received responsive and responsible proposals from three vendors: Innovative Interfaces, Inc., SirsiDynix, and Polaris Library Systems, Inc. The proposals were evaluated and negotiations conducted by the City's Purchasing Manager and library staff.

Innovative Interfaces, Inc. was selected by the library's evaluation team for award of the contract to provide the hardware and software for the turnkey ILS. Key factors in its selection include:

- E-commerce capability for patrons to pay fines and fees online remotely ;
- A more friendly user interface that connects users to materials, library selected electronic databases, and the Internet;
- Responsive enhancement of recommended development needs of its customers;
- Web based with more flexibility making it easier for the public/staff to use;
- A relational and relevancy searching ability for the online catalog;
- Global updating of records (saves on staff time that currently must be spent on one record update at a time);
- Robust reporting tools that assist the library with statistics required by the State;
- Advanced serials control and purchasing of materials that allows the library to track not only receipt of materials, but also the monies spent on each item and account;
- Outstanding functionality and interoperability for all system modules, e.g. allows staff quick and easy movement from one service module to another;
- Extensive user group;
- Customizable for local needs without extensive IT training of staff in HTML;
- Additional features that were added to the proposal at no increase to the City; and
- Innovative Interfaces, Inc.'s strong product development, experience (30+ years), and its position at the forefront of the automated library system industry worldwide.

The award fully complies with the Virginia Public Procurement Act and the City's purchasing procedures. The City Attorney and Purchasing Manager have reviewed and approved the contract.

**FISCAL IMPACT:** \$127,000 of the \$129,000 needed for this contract award is available in the adopted FY07-11 CIP. The remaining \$2,000 will be funded from other sources in the library budget.

Once operational, the projected cost for maintenance is: year one, no fee; years two through four, \$ 28,973 annually, and year five, \$29,842. Maintenance of the proposed

system would be \$116,761 over five years which represents a savings of \$65,582 versus the current system's cost of \$182,343 for the same period.

TIMING: Routine

ATTACHMENT(S): Staff response to Council Questions

**Follow up to Questions Posed at the Council Work Session on May 4, 2009  
About the Library's Integrated Library System (ILS)**

1. What is an integrated library system (ILS)?

- An integrated library system is comprised of a relational database, software to act on that database, and two graphical user interfaces (one for patrons, one for staff).
- Most ILSes separate software functions into discrete programs called modules, which are then integrated into a unified interface.
- Examples of modules include: acquisitions (ordering library materials, receiving them, and invoicing materials), cataloging (classifying and indexing materials), circulation (lending materials to patrons and receiving them back), serials (tracking magazine and newspaper holdings), and the online catalog (the public interface for users).
- Each patron and item has a unique ID in the database that allows the ILS to track its activities.
- Library users can log in to view their account, renew their materials, be authenticated to use online databases, place holds, apply for library cards, and pay fines/fees.
- Library staff can do all the above and also catalog materials, generate reports and statistics, check materials in and out, register patrons, generate notices such as holds notices, overdue notices, and pre-notification notices that let patrons know that materials they have out are coming due, manage purchasing materials and subscriptions for over 230 magazines and newspapers at MRSPL.
- All of the modules are integrated so staff can move seamlessly among all modules. For example, staff can easily go from a patron's registration record to the catalog to look up a book for the patron and see if it is in and place a reserve on it for a patron. Or, technical services staff can catalog a book in the cataloging module and then move to the online catalog to see what other items are owned by the library on that same subject—all without having to back out of one module and log into another.
- The peripherals for an ILS include staff and public access PCs, staff and public access printers, receipt printers at the circulation desk to provide patrons with a list of items they have checked out and when each one is due, receipts for payments rendered, receipts for staff notification of trapped holds and other uses, laser scanners to scan barcodes, RFID readers to checkout and check in materials, flatbed scanner for the Local History department's photographic and

obituary database projects, projectors, VCRs, and wireless laptop and computers for training purposes. A self-checkout workstation is available for patron's convenience.

- If the system crashes, patrons and staff do not have the use of any ILS functions listed above. Basically all functionality for both staff and patrons is gone.

## 2. Regional ILS and borrowing cards

- As a member of COG, Mary Riley Styles Public Library (MRSPL) patrons have reciprocal borrowing privileges with all libraries that are also members of COG. Thus, Falls Church citizens may use library systems in the District of Columbia, Frederick, Montgomery, and Prince George's Counties in Maryland; the City of Alexandria, and Arlington, Fairfax, Loudoun and Prince William Counties in Virginia free of charge.
- Libraries in these jurisdictions all use integrated library systems, however, most of them use different vendors to provide these services. Each library, even with the same vendor, is often on different software releases. Since all of these libraries have multiple branches with higher circulation and more patrons and materials than MRSPL does, changing ILS vendors is an extremely expensive proposition, often costing almost a million dollars. In addition to the expense, with the average life span of a system being 15 to 20 years, changing systems is not done often.
- Each integrated library system is different and may reside on different hardware platforms. Compatibility among library systems is non-existent. For example, one vendor uses a Windows based system, others use UNIX based systems. Also each library system uses different barcode standards for both their patron and library materials, so again, one system may not be able to read another's barcode because it has not been programmed to accept it. The library directors in Northern Virginia have begun meeting to explore ways to develop a standard barcode for library cards and discuss how statistics would be kept so that borrowers could use one card for any of the libraries in this area. Talks have just begun, and they have met with both the Northern Virginia Chief Administrative Officers as well as the Northern Virginia Regional Commission. More meetings are scheduled to address this issue, however, it is doubtful that anything can be quickly adopted. That also does not address the incompatibility among integrated library systems.
- Riding contracts is problematic in regard to integrated library systems because: libraries differ vastly in the number of patrons, circulation transactions, number of materials, and needs in terms of the capabilities of the system they must use to best work in their community. Each system is designed based upon a library's specific needs which doesn't translate into a generic rideable contract in most cases. The price of a system is also determined by the individual needs of the library it is being designed for and since all of the area libraries are considerably larger than MRSPL, we would not want to ride a contract that would be more expensive based on the needs of the originating library's bid.

## 3. How was the cost of the chosen ILS system determined?

- To put this in context, one must first realize that the City is getting the same functionality and all software modules that a large library like New York Public Library has.
- Prices are based first on the annual circulation transactions for the library, so a smaller library with less circulation will get the same functionality as a larger library at a much lower cost. That is the case here. Secondly, after circulation, the cost is based on the number of concurrent staff users, so again, the smaller the staff, the less paid. The final determining factor is how much hardware must be purchased to support the system. Again, because the library is small, the cost is less and yet there is the full functionality.

#### 4. Cost effectiveness of this system vs. the legacy system

- There are numerous capabilities in the new ILS system that staff does not have using the current legacy system. For example, the new system has a serials module that works. Right now, staff must create their own Access database to check magazines in so staff knows that magazines have arrived. Staff must call the magazine vendor and claim those issues that have not arrived. With the new system, this is all done automatically without staff intervention, thus saving man hours that can be spent maintaining other bibliographic records. In terms of staff time, 13hrs/wk is spent on serials maintenance which translates into 650 hrs annually at a rate of \$
- One of the major functions that the new system provides is that of global changes to multiple records. The current system does not allow staff to do global changes. For example, we currently have 15,000 records that need a common change. In order to do that with the current system, each individual record must be accessed and changed. It takes 2 minutes to change a record, so the total project would take 30,000 minutes or 500 hours to complete the project @ \$27/hr, or about \$13,500/yr. With the new system, the entire 15,000 items can be changed with several keystrokes. That entire transaction for changing 15,000 records would take only 2 minutes.
- The current ILS does not allow patrons to pay their fines or fees online. They must come into the library to do so. With the new ILS, these transactions can be done online. A library similar in size to MRSPL went live on eCommerce in January 2004 with no announcement to the public and in the first 25 days, 572 patrons paid \$76,400 in fines and fees using it. The library experienced a 25% increase in total fine revenue for the year and previous to eCommerce, the increase had only been 6.2%. In another library, 14% of their fine transactions needed no staff intervention (handled by eCommerce) and on average, their receipts went up by \$5,000/month. MRSPL's current monthly fine receipts average approximately \$4,000 a month, so we could anticipate an increase in this amount.
- In addition to the cost savings, there are numerous qualitative benefits that the new ILS will bring that make it difficult to quantify in dollars and cents. For example, patrons will experience enhanced search capabilities in the online catalog, showing items in a more graphic user interface, such as icons that depict the format of the material. They will also have the ability to save their search history, create bibliographies, access their personal accounts, and apply for library cards online. On the staff side it will create workflow efficiencies so staff is free to focus on customer service.

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228 5. Life Span of an ILS

- 229 • An average life span of an ILS is between 10 and 15 years. The system MRSPL  
230 currently has is 20 years old.

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232 6. Possible Savings for FY10

- 233 • The City is paying approximately \$8,250 a quarter for the current ILS, or about  
234 \$33,000/yr. The cost of maintenance is increasing at 5% a year for software and  
235 the cost of maintenance for hardware is 7% a year for the current system. We  
236 will need to pay 1 quarter in FY10 to maintain the old system while the new  
237 system is being installed and staff trained. **Thus, approximately \$24,750 will**  
238 **be saved in maintenance fees in FY10.**
- 239 • With the new system, the first year's maintenance is free and part of that will  
240 take place in FY10. Three months of FY11 should also be free, reducing that  
241 maintenance fee to \$21,729 for that year. In FY12, the maintenance will be  
242 \$28,973 because the full year's maintenance fees will begin. The contract for the  
243 new system is: the first year free, years two through four, \$28,973 annually, and  
244 year five, \$29,842. This cost is in the library's operational budget.
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